



## Government of the Virgin Islands Human Resources Generalist

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|-------------------------|---------------|----------------------|-------------------|
| <b>CLASS CODE</b>       | 3024          | <b>SALARY</b>        | \$0.00 Annually   |
| <b>ESTABLISHED DATE</b> | July 19, 2017 | <b>REVISION DATE</b> | November 09, 2024 |

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### Description

Under the general supervision of an Agency head or designee, this is intermediate professional human resources work that involves a broad spectrum of responsibilities, including full-cycle recruitment, strategic planning, workforce development, event coordination, employee engagement, performance management, benefits administration, training and development, and providing guidance and recommendation on human resources policies.

This position handles highly confidential and sensitive matters associated with human resources management and limited labor relations matters within the agency. Work is reviewed through reports and conferences.

### Duties and Responsibilities

Provides guidance, advice, and interpretation on human resources issues related to collective bargaining agreements, performance management, classification, job descriptions, and employee relations, including sensitive and complex issues, benefits, various types of leave, and recruitment for managers and staff.

Organizes recruitment efforts, including the preparation of job announcements, employment advertising, and other recruitment materials; attends job fairs and other events to publicize agency job opportunities.

Handles activities necessary for recruiting, evaluating, and hiring employees within the department, including conducting interviews and selecting the most qualified applicants.

Prepares all appointment documentation, including job letters, background checks, drug tests, psychological tests, physical fitness reports, and reference checks.

Maintains personnel records, seniority lists, vacancy listings, and prepares personnel requisitions.

Provides information regarding human resources policies, procedures, wage rates, and terms of labor contracts to staff, other agencies, and the public.

Manages employee leaves of absence, including Workers' Compensation, and routes notices to various units.

Provides assistance with the education and enforcement of agency policies and procedures.

Facilitates and attends first-step grievances and provides assistance in preventing and resolving labor relations matters.

Plans, coordinates, and facilitates training programs for the agency, including new hire orientation and site tours.

Prepares various reports related to HR functions and coordinates with units for budget preparation, union negotiations, analysis, and administration.

Coordinates and participates in employee-related activities, such as meetings, recognition programs, employee appreciation events, and other events aimed at improving and maintaining good employee relations.

Performs other related duties as assigned

### **Minimum Qualifications**

Bachelor's degree in Human Resources Management, Industrial Relations, Organizational Psychology, Business or a related field from an accredited college or institution.

OR

High School Diploma or its equivalent from an accredited institution and four (4) years of administrative support experience, with two (2) years in the capacity of a Human Resource Assistant or similar position in a Human Resources unit or division of an agency or department.

### **Position Factors**

#### **FACTOR 1- KNOWLEDGE REQUIRED BY THE POSITION**

Knowledge of the methods, techniques, practices, and principles of human resources management.

Knowledge of computerized record-keeping and tracking systems.

Knowledge of national, local, and federal legislations related to employment.

Knowledge of the regulations and policies related to assigned human resource functions, including collective bargaining agreements and the grievance process.

Skill with Microsoft Office Products (Word, Excel, PowerPoint).

Skill in problem solving and analysis.

Skill in interpersonal communication.

Ability to pay strong attention to detail.

Ability to analyze facts and complete situations and make recommendations for proper action.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with employees, managers, officials, external consultants and agency representatives, and the public. Ability to work independently or collaboratively within a team.

Ability to handle confidential information and address employee concerns.

Ability to manage multiple competing priorities in a fast-paced, deadline-driven environment.

Ability to research, plan, organize, and develop departmental programs.

Ability to provide administrative support and assistance across a range of human resources programs and services.

## FACTOR 2- SUPERVISORY CONTROLS

Work is supervised by the HR Division head or designee and is performed independently under minimal supervision in accordance with established guidelines. The employee seeks guidance from a superior officer for complex matters to determine the best course of action within established limits as needed. Considerable independent judgment is exercised frequently. Work is reviewed through meetings, conferences, and the approaches taken to handling specific assignments.

## FACTOR 3- GUIDELINES

Guidelines include the applicable local and federal legislation, personnel rules and regulations, departmental policies and procedures, operating manuals and modules, applicable collective bargaining agreements, and Executive Orders.

## FACTOR 4- COMPLEXITY

Work involves a wide range of duties requiring knowledge of complex issues, policies, laws, collective bargaining agreements, methods and procedures within the general area of responsibility. It includes managing multiple priorities and handling face-to-face interactions in highly confidential, stressful or sensitive situations.

## FACTOR 5- SCOPE AND EFFECT

The purpose of the work is to provide sensitive, confidential, administrative and strategic responsibilities for the Human Resources Division and to ensure compliance with local and federal HR legislations.

## FACTOR 6- PERSONAL CONTACTS

Contacts are co-workers, managers, agency representatives, various public agencies, representatives from other agencies/departments, vendors, merchants, and the general public. Work involves handling multiple priorities and can involve face-to-face interactions in highly confidential, stressful, or sensitive situations.

## FACTOR 7- PURPOSE OF CONTACTS

Contacts are made to research, analyze, investigate, collaborate, coordinate and process information necessary to complete assigned tasks.

## FACTOR 8- PHYSICAL DEMANDS

Work is primarily sedentary but includes periods of prolonged standing, bending, lifting and carrying. Some travel may be required.

## FACTOR 9- WORK ENVIRONMENT

Work is performed in an office setting, with some fieldwork required off-site and outdoors for HR-related activities.

## **Necessary Special Qualifications**

Possession of a valid driver's license.